



**Installation Guide
for Windows**



**Installation Guide
for Windows**

Note:

Before using this information and the product it supports, be sure to read the general information under “Notices” on page 21.

Edition Notice

This edition of this book applies to version 5.6.1 of the following editions of WebSphere Commerce and to all subsequent releases and modifications until otherwise indicated in new editions:

- IBM WebSphere Commerce Business Edition (5724-i38)
- IBM WebSphere Commerce Professional Edition (5724-i40)
- IBM WebSphere Commerce - Express (5724-i36)

Make sure you are using the correct edition for the level of the product.

Order publications through your IBM representative or the IBM branch office serving your locality.

IBM welcomes your comments. You can send your comments by using the online IBM WebSphere Commerce documentation feedback form, available at the following URL: <http://www.ibm.com/software/webservers/commerce/rcf.html>

When you send information to IBM, you grant IBM a nonexclusive right to use or distribute the information in any way it believes appropriate without incurring any obligation to you.

© Copyright International Business Machines Corporation 1996, 2007. All rights reserved.

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Preface	v	Running the fixDeploy tool	11
About this book	v	Oracle10g Database (10.0).	11
Update history	v	Updating the WebSphere Commerce information center	12
Conventions used in this book	v	Uninstalling the fix pack	13
Terminology used in this book	v	Before removing the fix pack	13
Path variables.	vi	Before you uninstall	13
Product editions	1	Next step	13
WebSphere Commerce editions supported by this fix pack	1	Silent uninstall	13
Prerequisites	3	Removing the fix pack from WebSphere Commerce.	13
Master Technote	3	Removing the fix pack from existing WebSphere Commerce and Payments instances	14
WebSphere Application Server information	3	Graphical user interface uninstall	14
Oracle Database information	3	Removing the fix pack from WebSphere Commerce.	14
Oracle9i Database Release 2 with fix pack 6 (9.2.0.6) users	3	Removing the fix pack from existing WebSphere Commerce and Payments instances	15
Installing the fix pack	5	Appendix A. Troubleshooting	17
Before applying the fix pack	5	Error running acpload.cmd - The input line is too long	17
Multinode environments	5	Error updating EJB isolation levels	17
Installing new components	6	Store pages do not display completely; parts of pages are missing	17
Preparing your system to run the fix pack installer	6	Appendix B. New and changed	19
Next step	7	WebSphere Commerce updates	19
Silent install	7	Notices	21
Applying the fix pack to WebSphere Commerce	7	Trademarks	22
Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances.	8		
Graphical user interface install	9		
Applying the fix pack to WebSphere Commerce	9		
Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances	10		
Post installation steps	11		

Preface

About this book

This document describes the steps required to apply the IBM® WebSphere® Commerce 5.6.1.1 fix pack to version 5.6.1 of the following editions of WebSphere Commerce:

- IBM WebSphere Commerce Business Edition
- IBM WebSphere Commerce Professional Edition
- IBM WebSphere Commerce - Express

Note: The IBM WebSphere Commerce server fix pack cannot be applied to IBM WebSphere Commerce Developer.

Update history

This section provides an outline of the history of changes to this book:


Edition	Date	Updates
Second edition	February 2007	• Remove support for z/OS® and S/390®.
First edition	October 30 2005	• Original publication of this document

Conventions used in this book


This book uses the following highlighting conventions:

- **Boldface type** indicates commands or graphical user interface (GUI) controls such as names of fields, icons, or menu choices.
- **Monospace type** indicates examples of text you enter exactly as shown, file names, and directory paths and names.
- *Italic type* is used to emphasize words. Italics also indicate names for which you must substitute the appropriate values for your system.

 **Business** indicates information specific to WebSphere Commerce Business Edition

 **Professional** indicates information specific to WebSphere Commerce Professional Edition.

 **Express** indicates information specific to WebSphere Commerce – Express Edition.

 **Windows** indicates information that is specific to WebSphere Commerce for Windows® 2000 and Windows 2003.

Terminology used in this book

cell_name

This variable represents the name of the WebSphere Application Server cell.

host_name

The fully qualified host name of your WebSphere Commerce machine. For example, server.mydomain.ibm.com is fully qualified.

instance_name

The name of a previously created WebSphere Commerce instance.

pay_instance_name

The name of a previously created WebSphere Commerce payments instance.

fp_installdir

The temporary directory where the fix pack has been extracted.

Path variables

HttpServer_installdir

The installation path for the IBM HTTP Server. The default installation directory is:

c:\Program Files\WebSphere\IBMHttpServer

WAS_installdir

The installation path for WebSphere Application Server version. The default installation directory is:

▶ WAS 5.1

c:\Program Files\WebSphere\AppServer

▶ WAS 6.0

c:\Program Files\WebSphere\AppServer

WC_installdir

The installation path for WebSphere Commerce. The default installation directory is:

c:\Program Files\WebSphere\CommerceServer561

Instance_dir

The path for your WebSphere Commerce instance. The default installation directory is:

WAS_installdir\installedApps*cell_name*\WC_*instance_name*.ear

Pay_instance_dir

The path for your WebSphere Commerce Payments instance. The default installation directory is:

WAS_installdir\installedApps*cell_name**pay_instance_name*_Commerce_Payments_App.ear

Product editions

WebSphere Commerce editions supported by this fix pack

This fix pack supports WebSphere Commerce Version 5.6.1 on the following operating systems:

- AIX®
- OS/400®
- i5/OS™
- Linux™ for iSeries™
- Linux for pSeries®
- Linux for xSeries®
- Linux for zSeries®
- Solaris
- Windows 2000 and Windows 2003

This fix pack supports WebSphere Commerce — Express Version 5.6.1 on the following operating systems:

- OS/400
- i5/OS
- Linux for xSeries
- Windows 2000 and Windows 2003

For the specific requirements on each of the supported operating systems, refer to the following URL:

<http://www.ibm.com/software/genservers/commerce/servers/versions561.html>

Prerequisites

Read over this chapter and complete any of the following sections that are applicable to your WebSphere Commerce installation.

Master Technote

IBM WebSphere Commerce maintains a web page that links to several fix pack related documents. This page, known as the 'WebSphere Commerce 5.6.1 fix pack master technote', is a central resource for information related to WebSphere Commerce version 5.6.1 fix pack. The master technote summarizes the known fix pack issues, and which version of the fix packs they apply to. It provides information on how to sign up for automatic notification of new fix packs and flashes. Technotes can be found by using the technote number to search the IBM Web site (www.ibm.com). The link to the WebSphere Commerce 5.6.1 Master Technote is:

<http://www.ibm.com/support/docview.wss?uid=swg21221326>

WebSphere Application Server information

This fix pack introduces tolerance for WebSphere Application Server 6.0.

- If you are installing WebSphere Commerce and want to use WebSphere Application Server 6.0 as your application server, see the most recent *IBM WebSphere Commerce Installation Guide*.
- If you have created a WebSphere Commerce instance based on WebSphere Application Server 5.1.1.3 you can migrate that instance to WebSphere Application Server 6.0. For information on migrating WebSphere Application Server 5.1.1.3 to WebSphere Application Server 6.0, see the most recent *IBM WebSphere Commerce Migration Guide, Version 5.6.1 – Migrating WebSphere Application Server 5.1.1.3 to WebSphere Application Server 6.0 using WCIM*

Note: The WebSphere Commerce plug-in for IBM Support Assistant does not support log collection when running on WebSphere Application Server Version 6.0.

Oracle Database information

Oracle9i Database Release 2 with fix pack 6 (9.2.0.6) users

If you are using Oracle9i Database Release 2 with fix pack 6 (9.2.0.6) you must upgrade your Oracle server and client to Oracle9i Database Release 2 with fix pack 7 (9.2.0.7) or above before applying the WebSphere Commerce fix pack. For information on applying the latest Oracle Database fix pack, refer to your Oracle Database product documentation.

Installing the fix pack

Before applying the fix pack

Important:

If you also use WebSphere Commerce Developer, ensure that WebSphere Commerce and WebSphere Commerce Developer are at the same fix pack level.

Once you have installed the fix pack to update your existing WebSphere Commerce instance configuration files and database, you will not be able to revert to previous configurations. Ensure that you back up your instance configuration files, and your database before applying this fix pack.

Multinode environments

If you have the various WebSphere Commerce components distributed in a multinode installation, the fix pack must be applied to each node that has a WebSphere Commerce component. For example, for a custom 5-node installation that has a Web server node, a WebSphere Commerce Payments server node, a Configuration Manager client node, a WebSphere Commerce Server node, and a Database server node, the fix pack would be applied to the Payments node, the Configuration Manager client node and the WebSphere Commerce Server node. The fix pack would not be applied to the Web server node or the database node.

If you are working in a clustered environment, the fix pack must be applied to each WebSphere Commerce Server node in the cluster. However, you do not need to run the updatedb script on a given node if all of the following is true:

- The WebSphere Commerce instance's database is remote
- The WebSphere Commerce instance's database is managed on another cluster member (node)

Installing the WebSphere Commerce fix pack on a vertical cluster

If you are installing the WebSphere Commerce fix pack on a vertical cluster, all nodes must be stopped before you start the database update. Ensure that the fix pack level for the database and the WebSphere Commerce application match at all times. To install on a cluster environment, you must designate a *reference node* that is updated first, then the WebSphere Commerce application that resides on the WebSphere Application Server Network Deployment node is updated. Once the WebSphere Application Server Network Deployment node is updated the update is distributed to all other nodes automatically.

To install the WebSphere Commerce fix pack on the *reference node*, complete the following sections:

1. "Prerequisites" on page 3.
2. "Preparing your system to run the fix pack installer" on page 6.
3. Depending on the type of installation you are performing, complete one of the install types:
 - For a silent install, complete the following section "Silent install" on page 7.

- For a graphical install, complete the following section “Graphical user interface install” on page 9.
4. “Post installation steps” on page 11.
 5. On the *reference node* you must collapse the WebSphere Commerce instance directory into a single EAR file. Use this EAR file to update the WebSphere Commerce application that resides on the WebSphere Application Server Network Deployment. For more information on updating the EAR file, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

Complete the following steps on the other WebSphere Commerce nodes:

- For a silent install, complete the following sections:
 1. “Updating WebSphere Commerce” on page 7.
 2. Replace the *WC_installdir/instances* directory on your target machine, with the *WC_installdir/instances* directory from your *reference node*.
 3. Use the WebSphere Application Server Network Deployment file synchronization capabilities to update the WebSphere Commerce applications on the appropriate nodes. Refer to the WebSphere Application Server Network Deployment. For more information, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

- For a graphical install, complete the following sections:
 1. “Graphical user interface install” on page 9.
 2. Use the WebSphere Application Server Network Deployment file synchronization capabilities to update the WebSphere Commerce applications on the appropriate nodes. Refer to the WebSphere Application Server Network Deployment. For more information, refer to the WebSphere Application Server Network Deployment information center:

http://publib.boulder.ibm.com/infocenter/wasinfo/v5r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/welcome_nd.html

Installing new components

If any new components are installed from the base (5.6.1) CDs the fix pack must be reapplied in order to upgrade that component to the 5.6.1.1 level. For example, if the Configuration Manager client is loaded on a node using the base CDs the fix pack must be reapplied to the Configuration Manager client node.

Preparing your system to run the fix pack installer

Important:

Refer to Appendix B, “New and changed,” on page 19 for information on the APARs that are included in this fix pack. If you have installed APARs that are not included in this fix pack you must reinstall them after the fix pack is installed.

1. Create a temporary directory. This temporary directory will be denoted by *fp_installdir* in the remaining sections of this guide.
2. Open the following URL in a Web browser:

<http://www.ibm.com/support/docview.wss?uid=swg24010791>

3. Save the fix pack to the *fp_installdir* directory. The file you download is denoted by *WC_5611_file_name* in the remaining sections of this guide.

4. Navigate to the *fp_installdir* and then extract the files in the *WC_5611_file_name* archive by running the following command:

```
WAS_installdir\java\bin\jar -xvf WC_5611_file_name
```

5. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.

6. Stop the following applications:

- WebSphere Commerce Application Servers. For example, *WC_instance_name*. For more information refer to the following URL:

<http://publib.boulder.ibm.com/infocenter/wchelp/v5r6m1/topic/com.ibm.commerce.admin.doc/tasks/tsrwcs.htm>

- WebSphere Commerce Configuration Manager server. For more information refer to the following URL:

<http://publib.boulder.ibm.com/infocenter/wchelp/v5r6m1/topic/com.ibm.commerce.admin.doc/tasks/tcmopcm.htm>

- Web server and its respective administration processes. For example, the IBM HTTP Server and the IBM HTTP Administration Server. For more information refer to the following URL:

<http://publib.boulder.ibm.com/infocenter/wchelp/v5r6m1/topic/com.ibm.commerce.admin.doc/tasks/tsensureweb.htm>

7. Open a new command prompt window for each section of the fix pack install process. For example, after completing the section "Updating WebSphere Commerce" close the Command Prompt window and open a new one in order to complete the section "Running the config_ant script". This will ensure that your PATH and CLASSPATH variables are reset.

Next step

Install the fix pack by completing one of the following sections:

- "Silent install."
- "Graphical user interface install" on page 9.

Silent install

Note: Ensure that you complete all sections in the order that they appear.

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce

This section updates the WebSphere Commerce product.

1. Ensure you have reviewed and completed all the necessary steps in "Prerequisites" on page 3
2. Using the command line, navigate to the *fp_installdir* directory.
3. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

```
updateSilent.bat fixpack install WC_installdir fixpackID fp_installdir
```

When you see any of the following names, substitute your required option or system value as described:

- *WC_installdir*: The installation path for WebSphere Commerce. The default installation directory is defined in the Preface under the section Path variables on page vi.
- *fixpackID*: The name of the fix pack to be installed. For example, *wc561BE_fp1_platform*.
- *fp_installdir*: The temporary directory where the fix pack was downloaded into.

For example,

```
updateSilent.bat fixpack install c:\WebSphere\CommerceServer561
wc561EXPRESS_fp1_win c:\5611
```

4. Ensure that the installer displays the message Fix pack installation completed successfully. If you do not get this message the installer will indicate which log files to check.

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is complete; move on to “Post installation steps” on page 11 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, refer to “Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances.”

Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances

Running the config_ant script

This section updates all existing WebSphere Commerce instance XML files. It is not required if only WebSphere Payments instance exists and no WebSphere Commerce instance has been created.

1. Navigate to the *WC_installdir/bin* directory.
2. Run the following command:

```
config_ant.bat -buildfile WC_installdir\xml\config\updateInstances.xml
-DupdateCEP=no [-DinstName=instanceName]
```

Note: The `[-DinstName=instanceName]` parameter is optional. The parameter can be used to specify a single instance in the case that multiple instances are configured and you do not want all instances updated. If the parameter is not specified, all configured WebSphere Commerce version 5.6.1 instances will be updated.

To verify that the script was completed successfully, review the *WC_installdir/logs/updateInstance.log* file.

Updating existing WebSphere Commerce and WebSphere Payments instances

Repeat these steps for each WebSphere Commerce instance or WebSphere Payments instance or both you have configured on your system.

1. Using the command line, navigate to the *fp_installdir* directory.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

```
updateSilent.bat fixpack install [ Instance_dir | Pay_instance_dir ]
fixpackID fp_installdir
```


When you see any of the following names, substitute your required option or system value as described:

- *Instance_dir*: The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vi.
- *Pay_instance_dir*: The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vi.
- *fixpackID*: The name of the fix pack to be installed. For example, wc561BE_fp1_os400.
- *fp_installdir*: The temporary directory where the fix pack was downloaded into.

For example, to apply the fix pack to the WebSphere Commerce instance:

For example, to apply the fix pack to the Payments instance:

```
updateSilent.bat fixpack install c:\WebSphere\AppServer\installedApps\  
myCellName\  
wpm_Commerce_Payments_App.ear wc561BE_fp1_win c:\5611
```

3. Ensure that the installer displays the message Fix pack installation completed successfully. If you do not get this message the installer will indicate which log files to check.
4. The fix pack installation is complete; move on to “Post installation steps” on page 11 and complete any applicable steps.

Graphical user interface install

Applying the fix pack to WebSphere Commerce

Updating WebSphere Commerce

1. Ensure you have reviewed and completed all the necessary steps in “Prerequisites” on page 3.
2. Using the command line, navigate to the *fp_installdir* directory and type the following command based on your operating system:
updateWizard.bat
3. Select a language and then click **OK**.
4. On the Welcome panel, review the information and click **Next** to continue.
5. Click **Next** to accept the WebSphere Commerce product found on your computer.
6. Select **Install fix packs**. Click **Next**.
7. Under Fix Pack Directory, type the following:
fp_installdir

where *fp_installdir* is the location of your fix pack files.
8. Click **Next**.
9. Click **Next** to accept the fix pack found.
10. Click **Next** to begin installing.
11. Ensure that the installer displays the message The following fix pack was successfully installed. If you do not see this message the installer will indicate which log files to check. Click **Finish**.

Note: If you do not have existing WebSphere Commerce instances or Payments instances, then the fix pack installation is finished. Refer to “Post installation steps” on page 11 and complete any applicable steps. If you have existing WebSphere Commerce instances or Payments instances, refer to “Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances.”

Applying the fix pack to existing WebSphere Commerce and WebSphere Payments instances

Update the WebSphere Commerce instance database and configuration

This section updates the WebSphere Commerce instance database and configuration files to fix pack 5.6.1.1 level. Repeat these steps for each WebSphere Commerce instance you have configured on your system. If your WebSphere Commerce instance is running in a clustered environment, ensure that the server is stopped on all nodes before continuing.

1. Navigate to the `WC_installdir/bin` directory.
2. Run the following command:
`preinstall.bat`
3. Select the WebSphere Commerce instance to upgrade.
4. Check the **Staging DB** field if the database is a staging database.
5. Select the instance *locale*.
6. Enter the instance ear path or the *Instance_dir*. For example:
`WAS_installdir/installedApps/cell_name/WC_demo.ear`
7. Click **Update** to trigger the update process.

Note: This step updates the database and may take a long time to process. While the database is being updated, the window might look frozen. However, this appearance is intended for the duration of the update and operation will return to normal after the process is complete.

8. Click **OK** on the message window which indicates that the update is complete.
9. When the process completes, click **Cancel** to close the program.
10. To verify that the script completed successfully, refer to the following log files:
`WC_installdir/logs/updatedb_fpX_dbtype_time_stamp.log`

Updating existing WebSphere Commerce and WebSphere Payments instances

This section updates your WebSphere Commerce instance or WebSphere Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system. These steps are not needed if the WebSphere Commerce Payments instance exists and a WebSphere Commerce instance does not exist.

1. Using the command line, navigate to the `fp_installdir` directory and enter the following commands based on your operating system:
`updateWizard.bat`
2. Select a language and then click **OK**
3. Click **Next** to continue.
4. Check the **Specify product information** check box, then click **Browse**.
5. Navigate to the `WAS_installdir/installedApps/cell_name` directory:

Apply the fix pack to a WebSphere Commerce instance:

- a. Click on the **WC_instance_name.ear** folder.
- b. Click **OK**.
- c. Click **Next** to continue.

To apply the fix pack to a WebSphere Commerce Payments instance:

- a. Click on the *pay_instance_name***_Commerce_Payments_App.ear** folder.
- b. Click **OK**.
- c. Click **Next** to continue.

6. Select **Install fix packs**. Click **Next**.
7. Under Fix Pack Directory, type:
fp_installdir
Click **Next**.
8. Click **Next** to accept the fix pack found.
9. Click **Next** to begin installing.
10. Ensure that the installer displays the message The following fix pack was successfully installed. If you do not see this message the installer will indicate which log files to check.
11. Click **Finish**. The fix pack installation is complete; continue to “Post installation steps” and complete any applicable steps.

Post installation steps

Running the fixDeploy tool

Follow these steps to update Enterprise Java Beans in the WebSphere Application Server repository for each WebSphere Commerce instance. If you already have a WebSphere Commerce instance complete these steps, and repeat for each additional instance:

1. Create a temporary directory with 100MB of free space. We will refer to this directory as *temp_dir*.
2. Open a command prompt window
3. Switch to the *WC_installdir/bin* directory
4. Run the following command:
 - `fixDeploy.bat temp_dir fullpathToEar WC_instance_name`
For example,
`fixDeploy.bat c:\temp\workspace C:\WebSphere\AppServer\installedApps\
myCellName WC_demo`

Verify that the script completed successfully, by reviewing the following log file:
WC_installdir/logs/fixDeploy.log

Oracle10g Database (10.0)

If you are using Oracle10g Database (10.0) you must apply the following APAR:

[ftp://ftp.software.ibm.com/software/websphere/commerce/
61/561APARS/JR22728_561_runtime.zip](ftp://ftp.software.ibm.com/software/websphere/commerce/61/561APARS/JR22728_561_runtime.zip)

Updating the WebSphere Commerce information center

This fix pack updates your WebSphere Commerce information center. To enable this update, you must restart the WebSphere Commerce Information Center:

<http://publib.boulder.ibm.com/infocenter/wchelp/v5r6m1/topic/com.ibm.commerce.admin.doc/tasks/tsrwcic.htm>

Uninstalling the fix pack

Before removing the fix pack

Uninstalling the fix pack restores the WebSphere Commerce product files to the previous level. These instructions also remove the fix pack code from those WebSphere Commerce or WebSphere Commerce Payments instances that were updated at the same time the fix pack was applied to your system. Once the fix pack is applied to your system, you cannot revert your instance configuration files, or database configurations to their previous states.

WebSphere Commerce instances or WebSphere Commerce Payments instances that were created after the installation of the fix pack, will remain at the current fix pack level. Following these instructions will not restore these instances to the previous level. If these instances are required to be at the previous level, contact IBM Support for further assistance.

Before you uninstall

1. Ensure that you are logged in with a Windows user ID that is a member of the Administrator group.
2. Stop the following:
 - WebSphere Commerce Application Servers. For example, *WC_instance_name*.
 - WebSphere Commerce Configuration Manager server.
 - Web server and its respective administration processes. For example, the IBM HTTP Server and the IBM HTTP Administration Server.

Next step

Uninstall the fix pack by completing one of the following sections:

- "Silent uninstall."
- "Graphical user interface uninstall" on page 14.

Silent uninstall

Removing the fix pack from WebSphere Commerce

1. Using the command line, navigate to the *fp_installdir* directory.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

```
updateSilent.bat fixpack uninstall WC_installdir fixpackID
```

3. Ensure that the installer displays the following message:

```
Fix pack uninstillation completed, please check /WC_installdir/logs/update/  
timestamp_wc561edition_fp1_operating_system_uninstall.log
```

The message contains the location of the log file created during uninstall. Uninstallation of the fix pack is complete.

4. If you do not have existing WebSphere Commerce instances or Payments instances, the fix pack uninstillation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack

has been applied, refer to “Removing the fix pack from existing WebSphere Commerce and Payments instances.”

Removing the fix pack from existing WebSphere Commerce and Payments instances

Repeat these steps for each WebSphere Commerce and WebSphere Commerce Payments instance that you have configured on your system.

1. Using the command line, navigate to the *fp_installdir* directory.
2. Run the following command, replacing where appropriate, options specific to your WebSphere Commerce installation.

```
updateSilent.bat fixpack uninstall [ Instance_dir | Pay_instance_dir ]  
fixpackID
```

When you see any of the following names, substitute your required option or system value as described:

Instance_dir

The path for your WebSphere Commerce instance. The default directory is defined in the Preface under the section Path variables on page vi.

Pay_instance_dir

The path for your WebSphere Commerce Payments instance. The default directory is defined in the Preface under the section Path variables on page vi.

fixpackID

The name of fix pack to be uninstalled. For example, wc561BE_fp1_aix.

For example, to remove the fix pack from the WebSphere Commerce instance:

```
updateSilent.bat fixpack uninstall c:\WebSphere\AppServer\installedApps\  
cell_name\ pay_instance_name_Commerce_Payments_App.ear wc561BE_fp1_win
```

3. Ensure that the installer displays the following message:

```
Fix pack uninstillation completed, please check /WC_installdir/logs/update/  
timestamp_wc561edition_fp1_operating_system_uninstall.log
```

The message contains the location of the log file created during uninstall.

Graphical user interface uninstall

Removing the fix pack from WebSphere Commerce

1. Using the command line, navigate to the *fp_installdir* directory and type the following commands based on your operating system:

```
updateWizard.bat
```

2. Select a language and then click **OK**.
3. On the Welcome page, click **Next** to continue.
4. Click **Next** to accept the WebSphere Commerce product found on your computer.
5. Select **Uninstall fix packs**. Click **Next**.
6. Select the fix pack to be uninstalled. Click **Next** to continue.
7. Click **Next** to uninstall the fix pack.
8. Ensure that the installer displays the message The following fix pack was successfully uninstalled. If you do not see this message the installer will indicate which log files to check. Click **Finish** to exit.

Note: If you do not have existing WebSphere Commerce instances or Payments instances the fix pack uninstallation is complete. If you have existing WebSphere Commerce instances or Payments instances on which the fix pack has been applied, continue to “Removing the fix pack from existing WebSphere Commerce and Payments instances.”

Removing the fix pack from existing WebSphere Commerce and Payments instances

This section removes the fix pack from your existing WebSphere Commerce instance or Payments instance. Repeat these steps for each WebSphere Commerce instance or Payments instance or both you have configured on your system.

1. Using the command line, navigate to the *fp_installdir* directory and type the following commands based on your operating system:

```
updateWizard.bat
```

2. Select a language and then click **OK**.
3. Click **Next** to continue.
4. Check the **Specify product information** check box, then click **Browse**.
5. Navigate to the *WAS_installdir/installedApps/cell_name* directory:

If you are removing the fix pack from a WebSphere Commerce instance:

- a. Click once on the *WC_instance_name.ear* folder.
- b. Click **OK**.
- c. Click **Next** to continue.

If you are removing the fix pack from a WebSphere Commerce Payments instance:

- a. Click once on the *pay_instance_name_Commerce_Payments_App.ear* folder.
- b. Click **OK**.
- c. Click **Next** to continue.

6. Select **Uninstall fix packs**. Click **Next**. If the installer is unable to locate the installed fix pack, exit the installer and return to step 1.
7. Select the fix pack to be uninstalled. Click **Next** to continue.
8. Click **Next** to uninstall the fix pack.
9. Ensure that the installer displays the message The following fix pack was successfully uninstalled. If you do not see this message the installer will indicate which log files to check.
10. Click **Finish**. Uninstallation of the fix pack is complete.

Appendix A. Troubleshooting

Error running `acpload.cmd` - The input line is too long

You may encounter an error claiming "The input line is too long" when executing the `acpload.cmd` post-installation step. The commands called in the `acpload.cmd` script are too long for the Windows command line because of large variables used. This is usually caused by a large `CLASSPATH` variable.

To resolve the problem, you must redefine the `CLASSPATH` variable in your command (DOS) environment to reduce its size. Ensure that you do not remove entries for your database software. In your command window, you can reset the `CLASSPATH` variable with the `set` command.

For example:

```
C:\WebSphere\CommerceServer\bin>set CLASSPATH='...'
```

Where `'...'` represents the path entries you choose to use in your class path. After the `CLASSPATH` variable is redefined, run the `acpload.cmd` again as documented in the post-installation section of the document.

Error updating EJB isolation levels

You receive an error when updating EJB isolation levels using the `fixDeploy` tool. The exception is similar to the following example:

```
parsing ejbJarXmlFile : /opt/WebSphere/AppServer/config/cells/redbud/applications/WC_demo.ear/deployments/WC_demo/Catalog-ProductManagementData.jar/META-INF/ejb-jar.xml java.net.ConnectException: Connection timed out
```

When parsing the `ejb-jar.xml` file, the `fixDeploy` tool needs to refer to the DTD file that is located on the Sun Microsystems Web site. If the machine cannot connect to this external site, the process fails. To work around this problem, make sure that the machine is able to make connection to external sites.

Store pages do not display completely; parts of pages are missing

If you see one of the following error messages in the `SystemOut.log` file, follow the instructions for the corresponding solution.

Error/Exception	Solution
<ul style="list-style-type: none">Illegal target of jump or <code>branchjavax.servlet.ServletException</code>	<p>Workaround</p> <ol style="list-style-type: none">Clear the cached/compiled JSP file classes out of <code>/opt/WebSphere/AppServer/temp/%node%/instance_name/instance_name/Stores.war</code>Navigate to <code>WAS_installdir/bin</code>Precompile the JSP pages. <code>./JspBatchCompiler.bat -enterpriseapp.name instance_name -cell.name %CELL% -node.name %NODE% -server.name instance_name</code>

Appendix B. New and changed

WebSphere Commerce updates

WebSphere Commerce fix packs include all fixes included in the previous fix pack. This fix pack contains the additional new interim fixes (APARs) below:

Interim fix #	Description
IY71174	Optimization of MemberGroup SQLs
IY71854	Set CardVerifyCode to null after the order is approved
IY71854	Synchronous AutoApprove does not work with 'CVV remove APAR'
IY73830	Pagination not working on Category List page for Promotions
IY73888	Address Dynamic kit under productbehavior
IY73928	Payment amount greater than order amount
IY74025	Targeting Profile not evaluated correctly for Promotions
IY74361	Product Set publish fails with 400+ categories
IY74382	setMessage(byte newMessage[]) catches java.lang exception
IY74837	ContractImportApprovedVersion fails with ampersand '&' symbol
IY75363	Shopping carts do not merge after creating 2nd FFM Center
IY76176	Address SQL issue
IY76507	Address SQL performance issue
IY76589	Subtotal is \$0 when using Ad Copy
IY76834	Fixed access intents for product.getChildCatalogEntries().
JR22058	Contract excluded Category appearing on external pages
JR22078	After a hang, jobs still in 'R' state in schactive table
JR22093	Correct republish synced product sets issue
JR22113	Corrected view order summary when the SKU for the gift is deleted issue
JR22223	getSKUName in EProUtil returns null, when CATENTDESC.NAME for an item is empty
JR22330	Log on issue when cookie acceptance test is enabled.
LI70916	notifyOrderSubmitted e-mail not sent when using DoPaymentSimple
SE22167	OrdersMgpPersistListener is disabled but code runs regardless.
SI18855	Custom Promotion is working, but order calc not as expected.

Note: If you have installed other APARs that are not listed above, you will need to reinstall them after applying this fix pack.

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

Any reference to an IBM licensed program in this publication is not intended to state or imply that only IBM's licensed program may be used. Any functionally equivalent product, program, or service that does not infringe any of IBM's intellectual property rights may be used instead of the IBM product, program, or service. Evaluation and verification of operation in conjunction with other products, except those expressly designated by IBM, is the user's responsibility.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be

incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licenses of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Canada Ltd.
Office of the Lab Director
8200 Warden Avenue
Markham, Ontario
L6G 1C7
Canada

Such information may be available, subject to appropriate terms and conditions, including in some cases payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurement may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Trademarks

The IBM logo and the following terms are trademarks or registered trademarks of International Business Machines Corporation in the United States or other countries or both:

- AIX

- Cloudscape™
- DB2®
- IBM
- iSeries
- i5/OS
- pSeries
- xSeries
- zSeries
- OS/400
- WebSphere
- S/390
- z/OS

Windows is a trademark of Microsoft® Corporation in the United States, other countries, or both.

Intel® is a trademark of Intel Corporation in the United States, other countries, or both.

Java™ and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

UNIX® is a trademark of The Open Group in the United States, other countries, or both.

Other company, product or service names may be the trademarks or service marks of others.



Printed in USA